

STATEMENT OF PURPOSE, ACCOMPLISHMENTS AND PROGRAM OUTLOOK

Employee Services Division

1. STATEMENT OF PURPOSE

The Employee Services Division is responsible for providing a comprehensive personnel relations and services program for Agency personnel, including counseling, housing, welfare and financial services, and for operating a comprehensive insurance program. This Division is also responsible for providing secretariat service to the Agency Incentive Awards Committee.

2. STATEMENT OF DEVELOPMENTS AND ACCOMPLISHMENTS

Although considerable effort has been placed on improving all services of this Division during the past fiscal year, the most significant developments occurred in connection with hospitalization and insurance benefits available to Agency personnel. The past fiscal year reflects a substantial increase in cases processed under the Agency's special authority for payment of hospitalization expenses incurred in line of duty by employees serving overseas as a result of a more liberal interpretation of this authority. At the present time, benefits granted to Agency personnel are generally comparable to those granted to Foreign Service personnel. During fiscal year 1954, 51 cases were processed to the Bureau of Employee Compensation for adjudication and 54 cases were processed within the Agency under the provision of P.L. 110.

The Division administers a comprehensive program including life, health and accident, hospital and air travel insurance for Agency personnel in cooperation with private underwriters. The Division's responsibilities include the issuance of policies, collection of premiums, adjustment of claims, and liaison with these underwriters. During the year, substantial progress was made in liberalizing eligibility requirements and broadening benefits to Agency personnel through these insurance plans. The following statistics are indicative of the activity which took place:

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\*Installed 19 March 1954

The Division provides assistance to employees, supervisory personnel and other administrative elements (such as the Medical Office, Security Office, Office of the Comptroller, etc.) in solving personal or job adjustment problems. Counseling requests vary in type and scope from advice concerning domestic problems to assistance to members of the family of employees who become mentally incapacitated. Approximately 20 counseling cases were received each month during the past fiscal year. The Division also conducts exit and pre-exit interviews to assist in the retention of competent personnel and to determine causes of resignation. During fiscal year 1954, 1,773 employees who were leaving the Agency were processed. The Division also advises and assists employees in connection with requests for extended leaves of absence, military training leave, retirement and other benefits.

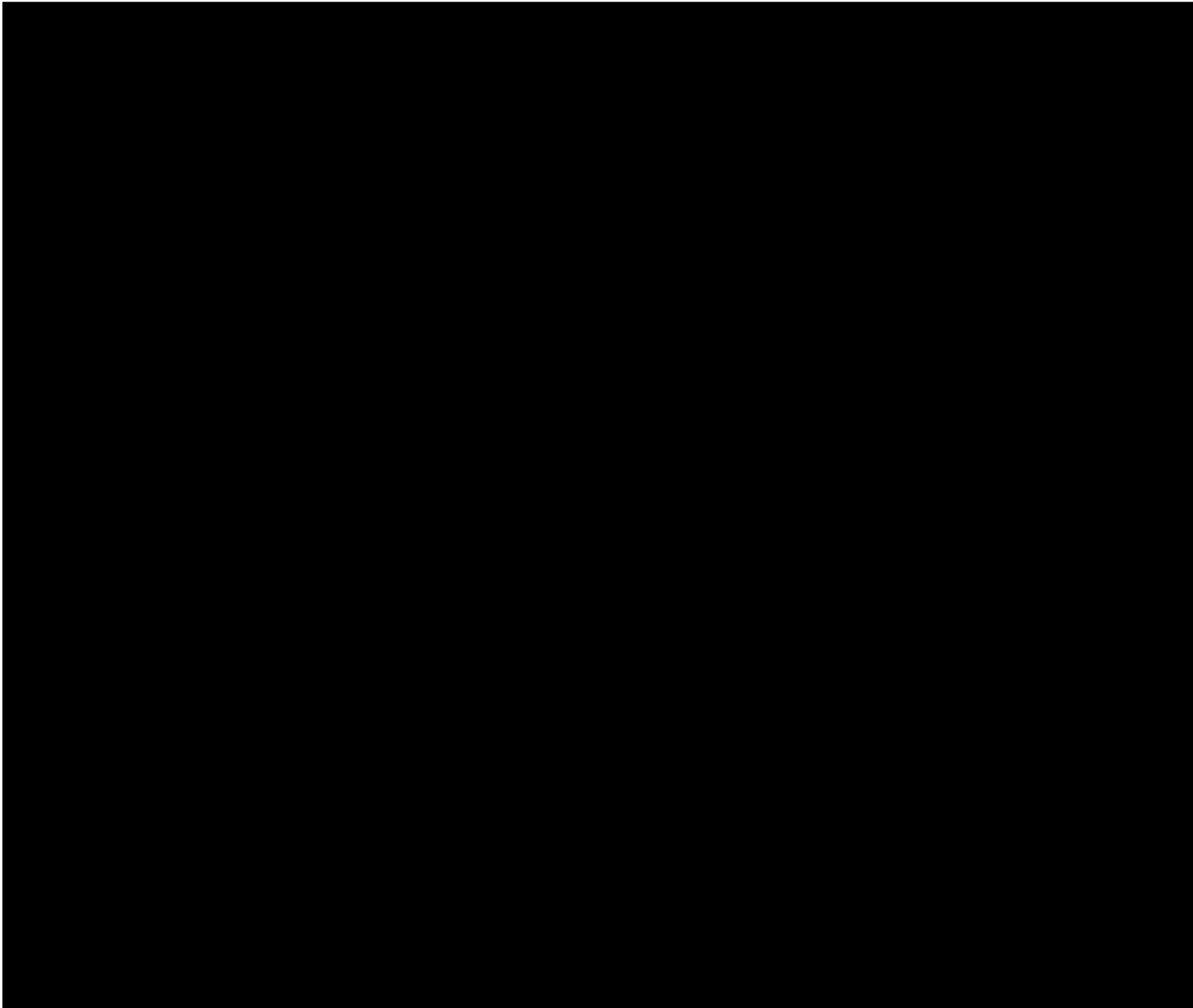
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The Division coordinates necessary administrative actions in emergency cases involving Agency employees. This includes special arrangements in such matters as serious illness and death cases and determination of eligibility for continued allowances under the Missing Persons Act. The Division also supports a special Disposition Board which was established very recently to determine the disposition of sensitive and difficult problems such as those involving mental breakdowns, security cases and special disciplinary cases. During the four months of its operation, this Board has acted upon 15 cases.

Among the major objectives of the Office of Personnel for fiscal year 1954 was improvement and extension of services to Agency personnel. The services now offered include the following:

- a. An entrance on duty orientation is conducted each week for new employees. This orientation acquaints new personnel with Civil Service and Agency Regulations pertaining to their employment, and familiarizes them with available benefits and services. During fiscal year 1954, [REDACTED] new employees attended this program.

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### 3. STATEMENT OF PROGRAM OUTLOOK

It is anticipated that the current volume of most activities will continue with a substantial increase in insurance activity resulting from recently approved liberalized benefits. In this area two new programs will become effective in August 1954. One provides for greatly decreased premium payments, wider employee coverage, a higher ceiling and waiver of premiums for disability. The second will provide for a new type of contract offering a complete coverage of expenses incurred during periods of hospitalization; this contract will carry a slightly higher premium but offers far greater coverage with virtually no exclusions.

During the next year major emphasis will be given to continued improvement of the services offered by the Division and the publication of information designed to acquaint personnel with the services offered.

The establishment of uniform procedures for the processing of hearings and appeals is an important item in these plans. The implementation of Agency Welfare Fund, the development of a comprehensive recreation program are contemplated. Also, the refinement of existing procedures in cases of death with particular reference to arrangements for those occurring overseas will be given special attention.